

A. TERMS OF REFERENCE

1. Terms of reference

- 1.1 The purpose of this RFQ is to appoint a service provider that will provide, install and support a Privileged Access Management (PAM) solution equivalent to BEYONDTRUST and install it on NRCS servers.

2. Background

- 2.1 NRCS is having on premises applications which are running on Windows servers 2016 and 2019. The company is also using Microsoft Active Directory which is synchronized to Microsoft 365 environment for most of its users. The company is using Microsoft Teams, Onedrive and SharePoint Online on the Microsoft 365 environment. The company has Sage 300 and Sage 300 People which are using Microsoft SQL server as the database to store the information.
- 2.2 The NRCS servers and applications mentioned above are managed by a team which consists of 8 NRCS employed administrators and +- 12 consultants.
- 2.3 NRCS is currently using Microsoft Windows Hyper-V as the hypervisor for the application servers that are hosted on-premises. The organization is planning to migrate some of it applications to the cloud environment

3. Scope of work

3.1 The PAM solution should meet the following requirements

- a) Storing and managing passwords of privileged account
- b) Automate password rotations
- c) Video recording of activities performed on the NRCS servers and applications.
- d) Enable multifactor authentication for privileged users when logging into NRCS servers and applications.
- e) Provide logging, auditing and control over privileged users to help meet compliance requirements.

f) Reporting and alerting risky behaviors.

3.2 The service provider should provide support to the PAM solution for 24 months

3.3 The service provider should provide licenses for PAM solution equivalent to BEYONDTRUST.

3.4 The service provider is required to provide Skill Transfer to 4 X NRCS officials.

Mandatory Requirement.

Qualifying criteria below will be used for evaluation purposes.

a. Valid Partner Certification with the OEM.

b. Skills Transfer plan for NRCS IT Staff.

3.5 Timelines

3.5.1 The service should be provided and confirmed within one month from the purchase order issue date.

3.6 Bid evaluation

3.6.1 The proposals will be evaluated as follows.

3.6.1.1 Evaluation Stage One: Compliance

Compliance with administrative requirements stated in the Standard Bidding Documents and the mandatory requirements as listed in this document. In this evaluation stage, all bidders that fail to provide the required information and documentation may be disqualified from further evaluation.

3.6.1.2 Evaluation Stage Two: Functionality evaluation criteria

In this evaluation stage, bidders are expected to obtain a minimum of 80 out of 100 points to proceed to the next evaluation stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation stage.

3.6.1.3 Evaluation Stage Three: Preference Point System

The 80/20 preference point system shall be applicable to this phase, where 80 points represent maximum obtainable points for the lowest acceptable price, and 20 points represents the B-BBEE level status. Points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table as listed in the bid documentation.

3.7 Functional Evaluation (Desktop)

3.7.1 The bid/proposal will be evaluated for functionality and be rated as follows:

The threshold is 70%

ITEM	DESCRIPTION	WEIGHT
Methodology/Project Plan	The service provider should provide a methodology and project plan to be followed 1 Point = Covers 1 aspect of PAM solution requirements as in 3.1 2 Points = Covers 2 aspects of PAM Solution requirements as in 3.1 3 Points = Covers all aspects of PAM solution requirements as in 3.1 4 Points = Covers all and 1 more aspect of the PAM solution requirements as in 3.1 5 Points = Covers all and more than 1 aspect of the PAM solution requirements as in 3.1	40
Service Plan (how the service will be supported) 1. Incident management, 2. Problem management, 3. Change management, 4. Response times and Escalation on how the support will be provided.	The service provider should submit a service plan which includes: 1 Point = 1 of the Service Plan. 2 Points = 2 of the Service Plan. 3 Points = 3 of the Service Plan. 4 Points = 4 of the Service Plan.	30

Past Experience (3 letters of appointment)	The service provider should submit 3 Signed Letters of appointments from previous companies where similar services have been rendered. 1 Point = 1 Letter provided 2 Points = 2 Letters provided 3 Points = 3 Letters provided 4 Points = 4 Letters Provided 5 Points = 5 Letters Provided NB: Letters must not be older than 5 years.	30
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